

ADMINISTRATIVE ASSISTANT

GENERAL RESPONSIBILITIES

Provides a variety of highly skilled clerical tasks independently. Some detailed administrative projects may be assigned under the direction of a department supervisor or manager. May provide direction or supervision to other clerical staff. Job duties may vary from one position to another, depending on the assigned department.

ESSENTIAL TASKS may include the following; other duties may be assigned.

1. Provide direction to clerical staff and may perform supervisory responsibilities in accordance with the current Carroll County personnel Ordinance, County policies and applicable laws
2. Manage calendar, coordinate schedules and make appointments
3. Screen and provide information in response to telephone calls, responding independently when possible
4. Compose, prepare, and process complex and confidential correspondence
5. Establish and organize paper and computer records management/file systems
6. Coordinate meetings, program or events by making appropriate arrangements, preparing and issuing information and agendas, coordinating speakers, processing minutes and other pertinent information
7. Research and develop administrative resources and methodologies that create timely and efficient workflow
8. Provide advanced clerical support in overall office operations, assignments, and projects
9. Train co-workers in office operations, assignments and projects
10. Monitor the departments operating budget and manage office related expenses
11. Perform related duties as to specific assignments
12. Respond to questions regarding overall departmental policies, procedures, and practices
13. Any employee may be identified as Essential Personnel during emergency situations
14. Provide service to customers by answering questions, providing information, making referrals, and assuring appropriate follow-through and/or resolution
15. Communicate with managers, supervisors, co-workers, citizens, and others, maintains confidentiality; and represents the County

EDUCATION AND EXPERIENCE

1. High school diploma or general education diploma (GED)
2. Four years administrative/office/customer service experience *

* A comparable amount of training and experience may be substituted for the minimum qualifications.

KNOWLEDGE, SKILLS AND ABILITIES

1. Type at no less than 45 wpm
2. Read and interpret personnel information, policies, procedures, and legal documents
3. Write reports, correspondence, and procedure manuals
4. Respond to inquiries and complaints from employees and citizens

5. Demonstrate strong mathematical skills
6. Solve practical problems with a variety of variables
7. Interpret a variety of instructions furnished in oral, written, diagram or schedule form
8. Demonstrate proficiency with computer software programs and/or other applications